



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending December 31, 2009

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For the month ending December 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of December is wrapping up. Some of the high points for this month include:

~Efforts continue towards the rollout of KanPay Counter, the Point-of-Sale Solution, for state and local government in Q4 of 2009. KanPay Counter pilot program devices and materials were shipped to participating locates. KanPay Counter training will be conducted in early January the service will launch.

~Launched the KanPay Counter Resource Center promotional Web site, www.kansas.gov/kanpaycounter. Will be adding a link to the KanPay Counter service once launches.

~Continued 2010 INK Business Planning session with Jim Hollingsworth to review draft version of plan and determine appropriate modifications. Further discussions are scheduled to occur throughout the month of January once KIC budget has been delivered.

~Testing wrapped up for the final two district courts for the statewide District Courts Record Search system, as well as the Instant Access offering for records searches and launched on December 6th.

~Kansas.gov staff volunteered at Let's Help on December 16. With team members sporting their Kansas.gov shirts, the staff assisted with delivering donated gifts to Let's Help clients. In addition, Kansas.gov donated funds to purchase hams, canned goods and new toys to the Let's Help organization.

~Lisa and Scott Somerhalder hosted a meeting with Jim Hollingsworth at the NIC corporate offices on Dec. 22nd.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.jones@www.kansas.gov.

Respectfully submitted,

Lisa R. Jones

Lisa R. Jones, General Manager

New Service Requests & Contracts for Approval

Service Requests

Kansas Department of Revenue (KDOR)

Kansas Department of Revenue requests a service be added to the network which will carry the look and feel of the current Motor Vehicle Record (MVR) search application used by Kansas.gov subscribers. This service will be referred to as Instant Access and will allow Kansas citizens and businesses to search for regular driver license records online by paying for each record search using a credit card. Development of the INK application for this service is at no cost to the contracted government agencies. This is a fee service.

Contracts for Approval

2010-2011 KDOR INK Services Contract (this is a renewal agreement for the two-year motor vehicle contract).

New Applications Deployed

Project Name	Agency	Deployment (Month)
Optometry License Portal	KSBE0	Feb-09
License Renewal 2008	KSBN	Mar-09
KanSite – The Content Management System	KIC	May-09
UCC Weekly Batch	SOS	Jun-09
Partner Resource Center Web Site (KanSite)	KIC	Jun-09
2009 Identity Management Seminar (KanForm)	ITIMG	Jun-09
Kansas Mentors Web Site (KanSite)	KDHE	Aug-09
Kansas Dropout Prevention Summit – Student (KanForm)	KDHE	Aug-09
Kansas Dropout Prevention Summit – Adult (KanForm)	KDHE	Aug-09
Attendant License Verification	KSBEMS	Aug-09
Local KanSite – The Content Management System	KIC	Sep-09
Restaurant License Renewal	KDA	Oct-09
Lodging License Renewal	KDA	Oct-09
KanForm Web site (KanSite)	KIC	Nov-09
DCRS Instant Access	OJA	Dec-09
KanPay Counter Resource Center Web site (KanSite)	KIC	Dec-09
Homestead Refund Claim	KDOR	Dec-09

Applications in Development

Project Name	Agency	Scheduled Finish (Month)
MVR LTD Instant Access	KDOR	Jan-10
KanPay Counter, the Over the Counter Payment Processing	Product	Jan-10

System		
Tax Payment Portal	KDOR	Apr-10
ABC Licensing	KDOR	Apr-10
License Renewal	KSBMA	May-10
Agri-Portal	KDA	Jun-10
Search Suite	COTA	Aug-10
Kansas Mentors Interactive Directory	KDHE	Feb-11

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
HOC CRC Admin Orders Detail Report	KDHE	Jan-09
KBC: (AOI, NR, NA) KBC upgrade	SOS	Jan-09
Ambulance LR April 2008 Modifications	KSBEMS	Feb-09
License Renewal Feb 09 Cycle Mods	KSBHA	Feb-09
Website: Update dates for new session	LEG	Feb-09
RO/RA: Create image when user doesn't view	SOS	Feb-09
Registered Offender Update FAQ Text	KBI	Mar-09
HOC CRC Add Subscriber Option	KDHE	Mar-09
HOC CRC Domain Change	KDHE	Mar-09
HOC CRC Modify DOB Validation	KDHE	Mar-09
WebFile 2008 Tax Year Modifications	KDOR	Mar-09
Appraiser License Renewal 2009 Modifications	KREAB	Mar-09
Nurse LicRen Audit Requirements Change	KSBN	Mar-09
Verification: Change Contact page	KBOP	Apr-09
PVD: Phase 1 Change Content	KDOR	Apr-09
ALR 2009 CEU Modifications	KREAB	Apr-09
Verification: CEU: Error Message change	KREC	Apr-09
Post Audit: Change Database	LEG	Apr-09
CPA: Allow decimals in CPE field	BOA	May-09
CPA: Change Text on Disclosure statement	BOA	May-09
PI License Verification 2008 Modifications	KBI	May-09
LR: 2009 Enhancement - Functional Changes	KBOP	May-09
LR: 2009 Enhancements - Content changes	KBOP	May-09
License Renewal May 2009 Modifications	KSBHA	May-09
Annual Report 2009 Modifications	KSBN	May-09
Pesticide Licenses June 2009 Modifications	KDA	Jun-09
KanForm v2	KIC	Jun-09
Bills: Keyword Search	LEG	Jun-09
Name Change: Add "Who Can File" Content	SOS	Jun-09

RORA: Add type code PL	SOS	Jun-09
UCC Search: Search Logic Update	SOS	Jun-09
Digital ID Branding	ITIMG	Jul-09
Conc. & Carry: 2009 Updates	KSAG	Jul-09
Point KAR page to SOS site	LEG	Jul-09
Roster: text change	BOTP	Aug-09
KanView: Add Salaries	DOA	Aug-09
IFTA Renewal: 2009 Modifications	KDOR	Aug-09
License Renewal Aug 09 Mods	KSBHA	Aug-09
KDB License Renewal: 2009 Text Update	KDB	Sep-09
LR HTML Report Add Exempt Radiologic Technologist Question	KSBHA	Sep-09
LR HTML Report Add Insurance Audit	KSBHA	Sep-09
LR HTML Report Nov 08 Mods	KSBHA	Sep-09
LCH 2009 Fee Increase Mods	KBI	Oct-09
HOC LR Change Address Field Validation	KDHE	Oct-09
HOC LR Import Notification	KDHE	Oct-09
License Renewal Oct/Nov 09 Mods	KSBHA	Oct-09
Dissolutions: Create Admin Site	SOS	Oct-09
UCC Filing: Create Admin Site	SOS	Oct-09
KIC: PCR: KanSite: Add WebParts Calendar	KIC	Nov-09
LEG: PCR: Enrolled Bills: Rewrite Keyword search	LEG	Nov-09
SOS: PCR: Disso: Add Type Code PL	SOS	Nov-09
License Renewal Add ACH	BSRB	Dec-09
RO/RA Create Admin Site	SOS	Dec-09
KanView Add Breadcrumbs	DOA	Dec-09
WebFile Income 2009 TY Mods	KDOR	Dec-09
KanForm Vs 3	KIC	Dec-09
Hunter's Education Cards KanPay conversion	KDWP	Dec-09
WebFile Homestead 2009 TY Mods	KDOR	Dec-09

Project Change Requests in Development

Project Name	Agency	Scheduled Finish (Month)
LicRen Change import script	KDB	Jan-10
KBC 2009 Updates	KIC	Jan-10
Name Change Create Admin Site	SOS	Jan-10
UIPB Add CCD Format	KDOL	Jan-10
UIPB Modify Failed Payment Processing	KDOL	Jan-10
Form Mail Remove Recipient	KIC	Jan-10
SGCO Legacy DCRS 2009 Rewrite	OJA	Jan-10
Grant Portal Phase 3	GOV	Jan-10

Name Reservation NA process update	SOS	Jan-10
RORA Blank State	SOS	Feb-10
License Feb 2010 Mods	KSBHA	Feb-10
AOI NA process update	SOS	Feb-10
Name Availability Process update	SOS	Feb-10
KanView Update Bond 2010	KDOA	Feb-10
Name Change NA process update	SOS	Feb-10
AOI Add Prof LLC Type	SOS	Feb-10
KANN Check 2009 Enhancements	KSBN	Mar-10
CPA renewals 2010 Updates	BOA	Apr-10
IFTA Renewal 2009 Modifications	KDOR	Apr-10
DCRS Instant Access	OJA	Apr-10
License Renewal On Demand Cert Card	KSBTP	Apr-10
KANNCheck Promotional Subscription	KSBN	Apr-10
WYCO Legacy DCRS 2009 Rewrite	OJA	Apr-10
CGS/LGS/BESS Combine and enhance	SOS	May-10
License May 2010 Mods	KSBHA	May-10
Post Audit Search allow PDFs	LPA	Jun-10
UCC Filing Export File Modification	SOS	Jun-10
License Renewal 2010 Update and Facelift	KBP	Jun-10
IFTA Additional Decal Test Account Edit	KDOR	Jun-10
Optometry License Original Application	KSSBEO	Jun-10
UCC Search Convert to PDF	SOS	Jun-10
IFTA Quarterly 2009 Mods	KDOR	Jun-10
KanSite Add WebParts Mapping	KIC	Jul-10
Att LicRen Add Review Page	KSBEMS	Jul-10
Subscriber License Verification Rewrite	KSBHA	Jul-10
HOC Criminal Record Check Detailed Receipt	KDHE	Jul-10
License August 2010 Mods	KSBHA	Aug-10
WebFile Income Redesign and Rewrite	KDOR	Aug-10
KanView Fiscal Update 2010	KDOA	Aug-10
Name Change Add Link for who can file	SOS	Aug-10
KanSite Add WebParts RSS	KIC	Sep-10
License Renewal Add Admin and Facelift	BSRB	Oct-10
License Renewal Oct/Nov 2010 Mods	KSBHA	Oct-10
License Renewal Redesign and Rewrite 2009	KSBHA	Oct-10
District Court Record Search Change to Fee Split	OJA	Dec-10
Amber Alert Add Second Victim	KBI	Jan-11
Kansas Business Center Refactor Code	SOS	Jun-11

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from December 1 - 27:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286
May-09	29	346	330
Jun-09	21	427	311
Jul-09	15	412	225
Aug-09	41	169	225
Sep-09	65	419	200
Oct-09	131	190	210
Nov-09	46	463	175
Dec-09	40	283	213

Site Promotions

~Marketing continued to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. December's updates went live on December 7.

~Developed a Community page primary feature to promote the Safe Kids Kansas Web site, which is a service of the Kansas Department of Health and Environment.



~Updated the service bar and Community page primary features to promote the Kansas Web Tags service provided by the Kansas Department of Revenue. The new image will align with the service promotion in the 2010 Kansas.gov calendar.



Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from December 1 - 27:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	56,758	51.67
Services	31,379	61.36
Subscribers	14,525	55.55
Business	14,201	58.78
Tiles	14,092	94.99
Tourism	5,677	61.41
Community	4,889	65.68
Help Center	4,213	64.44
Education	3,233	53.04
Photo Gallery	2,450	57.48

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from December 1 - 27:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	Criminal History Search	138
	District Court Record Search	94
	Cities	92
	Visit Kansas	65
	KanView	55
Secondary	Agency & Association Listing	1,049
	Business Entity Search	702
	Employee Service Center	565
	Starting a Business	456
	Property Tax Payments	176

Marketing

~Received 500 copies of the 2010 Kansas.gov Calendar featuring 12 photo submissions from the Kansas.gov Photo Gallery.

- Calendars and holiday cards were given to the INK Board, Partners, JCIT members and photographers as holiday gifts.

~Hosted the JCIT/INK Board dinner on Monday, December 14, at 6:30 p.m. at the Governor's Row House

- Outstanding turnout of 30 given the frigid weather outside.

~Designed a poster and mail-stuffer for the new Kansas Department of Revenue's (KDOR) Motor Vehicle Records Instant Access service.

- Service planned to launch early January 2010.
- KDOR will be providing the printing for marketing materials.

~Developed a creative brief for the Secretary of State (SOS) 2010 Annual Reports Post card direct mailer.

- 132,000 Post cards will be printed.
- SOS will be responsible for mailing to customer base.

~Continued to define the scope of the Kansas.gov portal redesign

- Planned launched date of June 1st, 2010
- INK Board will be advised throughout project.

~Began entering marketing campaigns into the new Microsoft Dynamics CRM tool.

- Will allow better tracking, manageability, and evaluating campaign effectiveness.

~Met with Phil Richardson from KPTS to discuss 2010 advertising plans.

- Final decision will not be made until budget is received and business plan is closer to finalization.